

PLAYER REWARDS (ADVANTAGE) TERMS AND CONDITIONS

1. Membership is free and voluntary.
2. All new members to the 'Advantage' Rewards programme will be enrolled onto the Black level upon sign-up. Membership of all other levels is and remains at our invitation and subject to earning criteria.
3. Players are eligible to join the following loyalty programme if they earn the appropriate number of Reward Points in a calendar year, those being:
 - 15,000 Points to 29,999 = **Silver Advantage Card**
 - 30,000 Points and over = **Gold Advantage Card**.
4. Individuals must be at least 18 years old to participate and their identity must be proven to the satisfaction of Coral Island Casino to obtain an 'Advantage' Rewards card.
5. The benefits of the Advantage Rewards loyalty programme are intended for the use of the individual listed on the account.
6. Advantage Rewards cards may be used to track the play and accumulate Reward Points by the participant on their account only. It is against programme rules for a participant to accrue Reward Points by distributing their card to, or sharing their card with, other players.
7. Coral Island Casino and its agents, subsidiaries, and parent companies are not responsible for lost or stolen cards, including any resulting misuse.
8. Reward Points can be earned and redeemed at Coral Island Casino, subject only to any of the casino's membership requirements.
9. Reward Points are earned on all tracked slot and electronic gaming play. Reward Points will not be earned on live table gaming, food and beverage spend or promotional slots/electronic tickets.
10. Reward points are earned at the following rates;
 - 1 Point per £3 coin in on Slots.
 - 1 Point per £10 coin in on Electronic Roulette.
11. 1x Reward Point has a notional value of £0.01 but cannot be redeemed for cash.
12. 100 Reward Point is the equivalent of £1 in reward points.
13. Subject to the relevant Advantage Reward level, customers are eligible for the following benefits;
 - Silver Card** - 20% off beverages and 50% of food.
 - Gold Card** - 50% off beverages, 1 free food item then 50% off thereafter, 1 free taxi home up to a maximum value of £20 per gaming day.
14. It is the responsibility of the participant to ensure their Advantage Rewards card is inserted properly in the machine when playing any electronic games.
15. All Reward Point earnings are subject to review and verification.
16. Reward Points remain valid providing the participant visits Coral Island Casino and uses their Advantage Rewards card at least once every sixty days. Reward points will expire on a rolling basis (i.e., as they were earned) after 60 days of inactivity.
17. Management reserves the right to adjust account status due to computer error, machine malfunction, operator error, fraud, or other misuse of the Player Rewards card and at management discretion.
18. Reward Points are redeemable for Slots and Electronic Roulette play only (minimum 100 Reward Points).
19. All redemptions are final unless otherwise allowed at the sole discretion of Coral Island Casino.

20. A participant's identity must be verified to the satisfaction of Coral Island Casino in order to redeem Reward Points.
21. Coral Island Casino may engage in strategic relationships and/or promotions, which may result in the earning of Bonus Reward Points that are deposited into a participant's account.
22. Advantage Reward Levels are calculated from gaming Reward Points and any Reward Points adjustments. Promotional bonus points are not included.
23. Advantage Rewards card holders accept and agree to be bound by the following rules:
 - a) All benefits and rewards are subject to availability.
 - b) Coral Island Casino reserves the right to modify or cancel these rules or any benefit or reward at any time for any reason.
 - c) Coral Island Casino reserves the right to upgrade and downgrade Advantage Rewards accounts.
 - d) Unless otherwise varied by notice given by Coral Island Casino, Player Rewards earning and redemption period is from 1 January to 31 December in any one year.
24. Silver and Gold reward levels are subject to separate rules, by which the respective card holders agree to be bound, and these rules are available to those card holders upon request.
25. In the event of death of an Advantage Rewards card holder, this will result in the immediate cancellation of that person's Advantage Rewards membership and forfeiture of any available Reward Points balance.
26. Advantage Rewards cards are non-transferable, the property of Coral Island Casino and must be returned upon request. Reward Points earnings are non-transferable including upon death or divorce.
27. All decisions regarding the interpretation of rules, eligibility etc. for this programme lie solely with Coral Island Casino whose decisions are final.
28. Coral Island Casino reserves the right to modify or cancel this loyalty programme at any time, for any reason, provided that in the case of a modification, such modification shall not, as of the date of it taking effect, materially alter or change any participant's reward(s) already earned but not yet redeemed. In the case of cancellation of this loyalty programme, any participant's reward(s) already earned but not yet redeemed shall automatically be cancelled forthwith upon the cancellation taking effect without any recourse available to the participant. Notice will be given in advance of any such modification or cancellation.
29. Coral Island Casino reserves the right to revoke or deny application for membership if the individual holder of or, (as the case may be), applicant for an Advantage Rewards card has not complied with the loyalty programme in any manner inclusive of non-compliance with the Terms & Conditions and/or misuse of the Advantage Rewards card. Any fraudulent usage of the card may result in the immediate loss of Player Rewards membership and all privileges will be revoked.
30. Individuals who are excluded from casino facilities by their own request or through SENSE or those excluded at the sole discretion of Coral Island Casino are not eligible to participate in the Advantage Rewards loyalty programme. Forthwith upon any such situation occurring, any existing Advantage Rewards account and its Reward Points balance will be cancelled and forfeited accordingly.
31. Any Advantage Rewards card holder is entitled to request their removal from the said programme at any time. Coral Island Casino agrees to comply promptly with any such request, in which case the said card holder's Advantage Rewards account and their eligibility to participate in the Advantage Rewards loyalty programme will be cancelled and forfeited accordingly.
32. In the event of there being outstanding monies owed to Coral Island Casino, the Player Rewards benefits may be suspended pending payment in full of the outstanding debt.

33. By participating in this loyalty programme, participants agree to these Terms and Conditions.
34. In the event of Coral Island Casinos closure, card holders' Reward Points, and applicable benefits will be deemed null and void.
35. In the course of providing customers with services, Coral Island Casino collects certain personal information about customers that may be considered private or confidential. The policies of data collection and usage are defined in our Privacy and Cookie Policy and this can be found online at www.coralisland.co.uk/privacy-and-cookie-policy.
36. Should a customer have any complaint or dispute about any gambling related decision or the loyalty programme, all complaints in the first instance should be submitted to the management of Coral Island Casino. Further information on our Complaints procedure is available within in the Casino or upon request.
37. We reserve the right to vary the level of points awarded) or redemption rates, benefits, and options, available to members at our discretion from time to time. In exercising this right, we agree that (where points are concerned with, accrued, or connected to gaming in particular) that:-
 - a) Points accrual and/or redemption shall be proportionate to any members play over a prolonged period of time;
 - b) Points accrual and/or redemption will not be dependent on any member gambling for a pre-determined length of time or frequency;
 - c) Points accrual and/or redemption will not reward or incentivise points accrual on the basis that points are accrued and/or redeemed over a shorter period of time than they ordinarily would be;
 - d) That any increase (or decrease) in points accrual or membership privileges which are linked to spend is/will be proportionate.
38. These terms and conditions and any dispute arising out of or in connection with them shall be governed by and construed in accordance with English law. Each participant in the Advantage Rewards loyalty programme agrees that:
 - a) they irrevocably submit to the jurisdiction of the Courts of England and Wales in respect of any such dispute and
 - b) they may not bring proceedings in respect of any such dispute in any jurisdiction other than England and Wales.
39. Void where prohibited or restricted by law.